

Morrison-Talbott Library - Reference Service Policy

The Morrison-Talbott Library provides accurate, timely, and thorough information to the community. Reference and Reader's Advisory services are provided by trained staff all the hours the library is open and self-guided resources are available on the library's website. Patrons may receive service in-person, by telephone, or electronically.

Patron questions are addressed with no distinction about the purpose of the inquiry or the use of the information. All questions are handled in confidence and with impartiality. Staff does not discriminate based on age, gender, race, sexual preference, disability, or appearance in providing Reference and Reader's Advisory services. This service is provided in a manner consistent with the American Library Association's Library Bill of Rights and the Code of Ethics, and US copyright law.

Priority of service is given to patrons on site. At busy times it may be necessary to provide basic help and get back to a patron for more assistance. Questions received via telephone, email or other electronic means will be answered in a timely manner.

Reference Service

Library staff strive to provide complete, accurate answers to all queries. Simple questions are usually answered fully and quickly. Complex questions may require follow up at a later time. Complex questions may also require the patron's participation in the information search with staff providing guidance and advice on the search strategy and process. When questions cannot be answered fully with the available resources, staff may provide referrals to experts, organizations, and other authorities.

Due to the unique nature of reference materials and their cost, reference materials only circulate with the approval of the Library Director or designated staff.

Statistics that gather information on the number of reference questions and overall reference transactions are kept on an ongoing basis. The statistics are compiled monthly and at the end of the year for state reports. Periodic evaluations of the reference staff and collections (print and electronic) will be done to determine the effectiveness and usefulness of the services offered.

Limitations

As information professionals, library staff provide guidance and instruction. Library staff are not able to provide services in other areas of professional practice. Staff do not:

- Handle confidential information such as social security numbers, credit card numbers, account information or medical information. If such information is viewed inadvertently, staff makes every effort to protect patrons' privacy.
- Provide medical, legal, copyright, financial, tax, or product advice.

- Recommend individual practitioners such as physicians, attorneys, daycare providers or tutors.
- Offer more than limited assistance with patrons' personal technology.
- Provide appraisals of books, artwork, antiques or other collectibles.
- Provide editorial or translation services.
- Provide career counseling advice.
- Conduct genealogical, patent, trademark or other in-depth research.

The Library disclaims any liability or responsibility arising from use of the Library's Reference services.